User's Manual (UM)

for the

Trademark Image Capture and Retrieval System (TICRS)

Incoming Paper Correspondence (IPC)

Version 2.8

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SECTION 1
TELL ME ABOUT TICRS INCOMING PAPER CORRESPONDENCE (IPC)

This section gives an overview of the Trademark Image Capture and Retrieval System (TICRS) Incoming Paper Correspondence (IPC) Version 2.8 program. It concludes with a description of the IPC related features and capabilities, conventions, terms and concepts.

The objective of TICRS is to capture and store a digital representation of all documents related to a Trademark application. TICRS provides the "electronic file wrapper" that allows orderly digital capture, movement, and storage of Trademark application documents and case files. TICRS is an electronic repository replacing paper files. The format of the files stored in the database is therefore images or Extensible Markup Language (XML) (but not word processing documents, spreadsheets, etc.). The current formats accepted in the TICRS system are Extensible Markup Language (XML) documents (which are straight text files), Tagged Image File Format (TIFF) images with Community Colleges for Innovative Technology Transfer (CCITT) Group 4 compression, and Joint Photographic Experts Graphic (JPEG) file format.

1.1   OVERVIEW

This section describes the TICRS IPC program and its purpose. The TICRS IPC adds to the electronic record of Trademark applications by capturing all paper incoming correspondence from applicants and attorneys as images for inclusion in the TICRS database. Incoming facsimiles (FAX) and Electronic Mail (e-mail) are handled separately. Appendix A shows the place of the IPC software in the mailroom process of handling incoming correspondence.

1.2   FEATURES

The following lists the key features of the TICRS IPC and includes a brief description of each feature.

Key Features
The TICRS IPC program allows you to classify incoming correspondence as you:
- Select a document by serial, registration or United States Patent and Trademark Office (USPTO) reference number.
- Highlight the document type of the incoming correspondence by:
    – Choosing a physical routing destination for the paper mail
    – Choosing a particular type of document appropriate to that destination
- Assign a Mail/Create Date to a piece of incoming correspondence
- Specify whether a fee transaction (deposit account, check or credit card) accompanies a piece of incoming correspondence

- Enter and validate against Trademark Reporting and Application Monitoring (TRAM) a serial, registration or USPTO reference number for the incoming correspondence
- Scan a document or page in various modes (bitonal, color, simplex, duplex), using either an Automatic Document Feeder (ADF), or flatbed input tray
- Print a routing sheet for the mailroom staff to route the mailed material to its end location. The routing sheet contains multiple fields including:
  - Location to which the mail is to be routed
    - ° Supervisor-modifiable routing table
  - Word Mark from TRAM database (unless the mark has a design component, then only the phrase "Design Mark Only" is printed)
  - Serial Number and barcode
  - Registration Number and barcode (if applicable)
  - Mail Date and barcode (TICRS format)
  - Mail Date and barcode (Random Access Memory [RAM] format)
- Hide or unhide a document type to prevent or facilitate its appearance in TICRS Image Retrieval.

1.3   CONVENTIONS

Below is a list of the main document conventions used in this document.
- Desktop icons, file names, user interface data entry field names, database table names, and publication names are cited in italics.
- Database fieldnames are cited in ALL CAPS.
- Interface function buttons are cited in bold face.
- Screen subsection or frame names are cited "in quotation marks".
- Live path names appear as hyperlinks, for example:
- www.csc.com – indicates this is a live hyperlink and clicking the link would direct you the Computer Sciences Corporation (CSC) home page.
- - indicates link selection is available.
- Cross-reference – sections, figures and tables cross-referenced will appear, as hyperlinks and clicking the link will direct you to that place in the document.

Note – A note will be displayed sporadically throughout the document in a text box format. For example: "Note: The serial/registration/reference number input box has a limitation of ten digits".

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SECTION 2
GETTING STARTED

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GETTING STARTED

This section describes how to get started using the TICRS IPC. It identifies the software version and hardware environment, and access information.

2.1   SOFTWARE VERSION

The software version of the TICRS IPC covered in this user manual is identified as follows:
- TICRS IPC, Version 2.8

Also see the **Help** menu under the **About TICRS IPC** option.

2.2   SYSTEM REQUIREMENTS

The following are the minimum and recommended requirements needed to operate the TICRS IPC.

2.2.1   System Requirements:

- Client Operating System – Microsoft (MS) Windows NT 4.0 or Windows XP Workstation, Service Pack 6a
- Database Software – Oracle Client 8.0.5 or higher

2.3   ACCESS INFORMATION

Click the desktop IPC icon to access the IPC functionality.

SECTION 3
HOW DO I …?

SECTION 3
HOW DO I…?

This section provides detailed step-by-step instructions on how to use the TICRS IPC to carry out specific tasks. Screen shots are used for illustration where appropriate.

3.1   START PROCESS

This section contains the steps to initiate the start process for the TICRS IPC.

3.1.1   Starting the TICRS IPC Hardware

To start the TICRS IPC hardware:
1. Turn on the printer power.
2. Turn on the scanner power. Make sure the scanner light is on.
3. Turn on the tower and monitor for the workstation. Allow it to boot up normally.

3.1.2   Starting the TICRS IPC Software

To start the TICRS IPC software:
1. Once the desktop has appeared, click the IPC desktop icon.

3.2   WORK PROCESSES

This section contains the steps for using a specific TICRS IPC process, feature, or function.

3.2.1 How to Navigate the Main Screen

Exhibit 3-1 shows the main screen from which the initial IPC functionality is performed. Various parts of the screen are numbered for reference purposes.

Exhibit 3-1: Incoming Paper Correspondence, Main Screen

Table 3-1 lists the functional areas of the IPC Main Screen.

Table 3-1: IPC Main Screen, Annotated

List	Annotations
1.	Description and Routing Document (document type) selection panel, where left column choice controls list of options available in right column
2.	Select Mail/Create Date
3.	Fee Attachment radio button (must choose Yes or No)
4.	Serial, Registration or USPTO Reference Number Entry and Validation (requires double key entry unless barcode reader [BCR] used)
5.	Scan button (grayed out until serial/registration/USPTO reference number entered and validated)
6.	Display panel showing which document type is currently selected

3.2.2   How to Highlight the Document Type

On the main IPC screen in the Highlight Document Type pane you can assign a document type in TICRS to a new piece of incoming correspondence by following these steps.

To assign a Document Type:
1. Choose a Document Category from the left column. This list shows the location or other descriptor of the destination that will be handling the incoming document. When the box is highlighted, use any of the following methods to select an item:
     a. Use the mouse to select the item
     b. Navigate up and down using the arrows, then select by clicking the right arrow once, then tab to the next box.
2. Each Document Category selected in the left column is associated with a separate list of Document Types in the right column. Choose a Document Type from the list. When the box is highlighted, use any of the following methods to select an item:
     a.   Use the mouse to select the item
     b.   Navigate up and down using the arrows, then select by clicking the right arrow once, then tab to the next box.

Exhibit 3-2 shows the IPC Main Screen, Highlight Document Type pane.
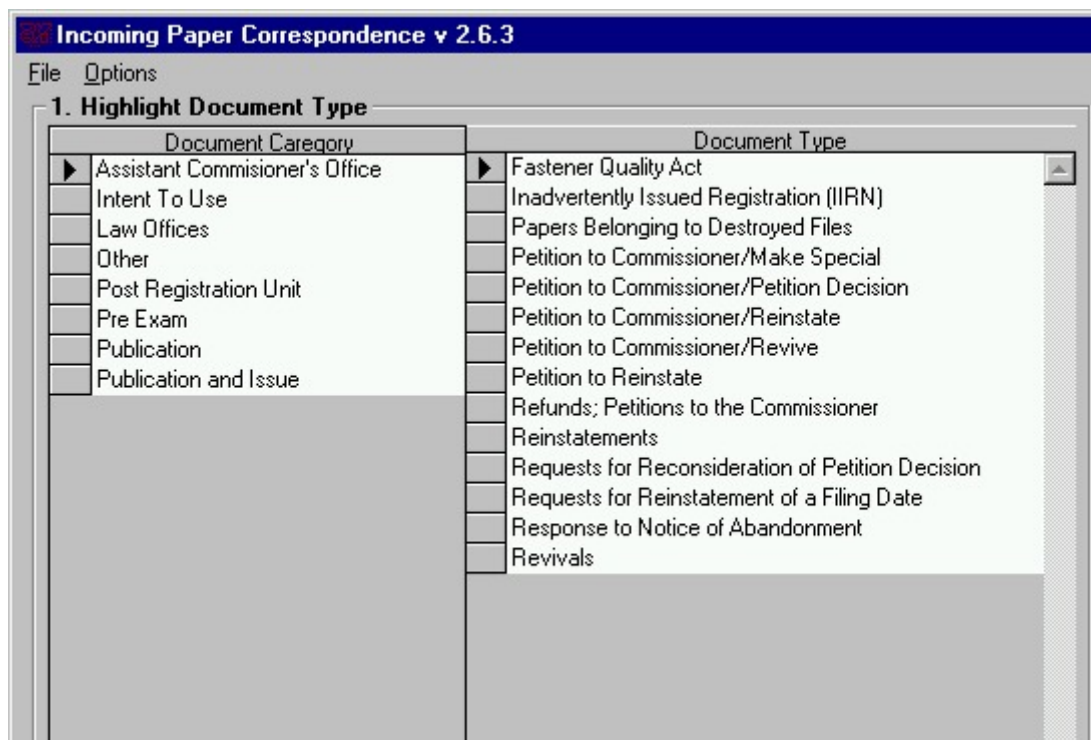
Exhibit 3-2: Main Screen, Highlight Document Type Pane

3.2.3 How to Check Document Type

When an entry in each column has been highlighted, the Document Type selected will be repeated in the lower left pane. Exhibit 3-3 shows the IPC Main Screen, Document Type check Display.
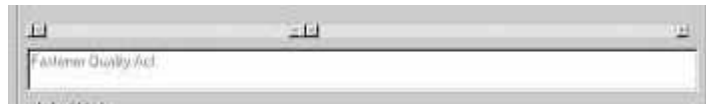
Exhibit 3-3: IPC Main Screen, Document Type Check Display

3.2.4 How to Select the Mail/Create Date

To select the Mail/Create Date:
1. Type a Mail/Create Date for the incoming document in the top box, or select a month and year using the arrow boxes in the middle, and then click the day desired.
   Exhibit 3-4 shows the IPC Main Screen, Select Mail/Create Date Pane.
2. Mail/Create date will remain from one transaction to the next unless changed by the operator.

Exhibit 3-4 displays the IPC Main Screen.

Exhibit 3-4: IPC Main Screen, Select Mail/Create Date Pane

3.2.5   How to Specify the Fee Status

To specify the Fee Status:
Click the appropriate radio button, Yes or No, to specify whether a check or credit card transaction is attached to the correspondence. Exhibit 3-5 shows the IPC Main Screen, Fee? Radio Buttons.
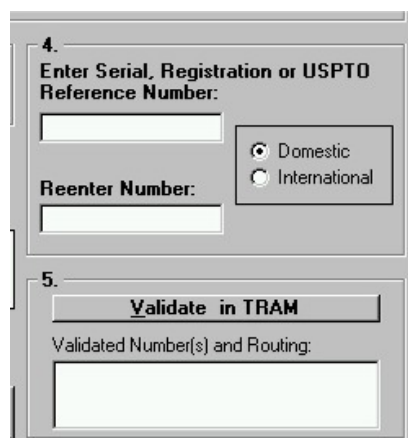
Exhibit 3-5: IPC Main Screen, Fee? Radio Buttons

3.2.6   How to Enter/Validate Serial, Registration or USPTO Reference Number(s)

To enter and validate Serial, Registration or USPTO Reference Number(s):

    a.   Enter Serial, Registration or USPTO Reference Number
    b.   Key in the number in the top box of the Serial/Registration/Reference pane.
    c.   Key it in again in the center box, and click **Validate in TRAM** button.
    d.   The validated number and its destination then appear in the lower box. Exhibit 3-6 shows the IPC Main Screen, Serial, Registration or USPTO Reference Number and Validate Pane.

NOTE: If a piece of correspondence pertains to more than one serial/registration/USPTO reference number, you may enter multiple numbers up to twenty-five and click **Validate in TRAM** button. They will be added to the lower box of Validated Number(s) and Routing.

Exhibit 3-6: IPC Main Screen, Serial, Registration or USPTO Reference Number and Validate Pane

3.2.7   How to Read Status, Clear Entries, or Exit

To Read Status:
The Status window will reflect any ongoing TRAM Clearpath mainframe lookups, when a record is open, being read, or being written.

To Clear Entries:
The **Clear Entries** button (or the keystrokes [CTRL] + C) will clear all inputs to the IPC Main Screen.

To Exit IPC:
The **Exit** button (or the keystrokes [CTRL]+X) will exit the IPC program without recording the transaction currently onscreen.

Exhibit 3-7 shows the IPC Main Screen, Read Status, Clear Entries, or Exit Pane.

Exhibit 3-7: IPC Main Screen, Read Status, Clear Entries, or Exit Pane

3.2.8   How to Navigate the Image Capture and Quality Control Screen

Clicking Scan on the IPC main screen brings you to the Image Capture and Quality Control screen. Exhibit 3-8 shows the screen from which the scanning portion of the IPC functionality is performed. Various parts of the screen are number for reference purposes.
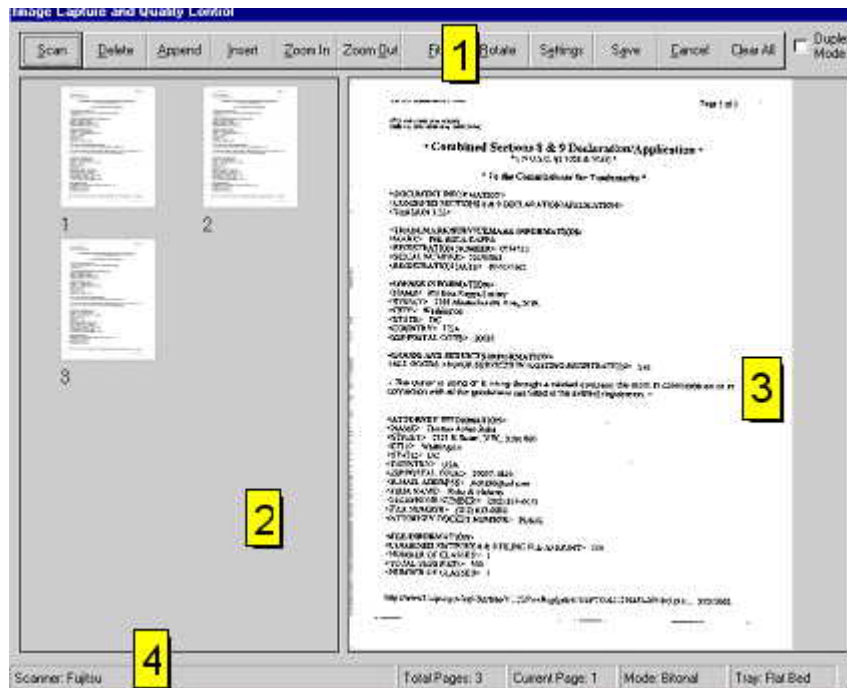
Exhibit 3-8: Image Capture and Quality Control Screen

Table 3-2 lists the functional areas of the Image Capture and Quality Control Screen.

Table 3-2: Image Capture and Quality Control Screen, Annotated

List	Annotation
1.	Control button bar with duplex mode checkbox
2.	Document tree view pane
3.	Page view pane
4.	Status bar

3.2.9   How to Select a Function

To select a program function:

1. Use the control button bar (Exhibit 3-9) with duplex mode checkbox at the top of the Image Capture and Quality Control Screen.
2. Click the appropriate button or use its control key equivalent. The control key method requires pressing and holding the CTRL Key and pressing the letter key underlined on the button. For example, the control key equivalent of clicking the **Scan** button is [CTRL] + S.

Exhibit 3-9: Image Capture and Quality Control Button Bar

3.2.10 How to Set the Scanner Settings

1. At the control button bar, click **Settings** button or use [CTRL]+E.
2. The Scanner Settings Screen appears. See Exhibit 3-10 for an example.
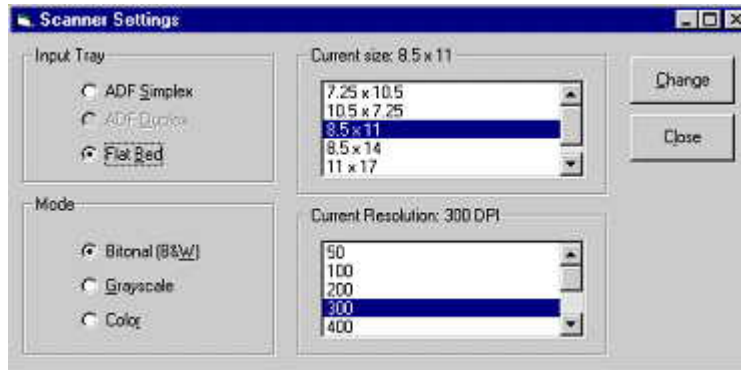
Exhibit 3-10: Scanner Settings

3. The default settings for the Input Tray radio buttons are set for single-sided scanning from the automatic document feeder (ADF simplex). The Mode radio buttons are set to black and white [Bitonal (B&W)] scanning. The Current Size is set to handle 8.5 x 11 inch paper. **NOTE**: While you may change them here, as necessary, for the current document, these defaults will reappear on the next document scanned.

4. Click Change ([CTRL]+C) to register any changes you have made to the defaults.

Click **Close** ([CTRL]+L) to make the changes effective and return to the Image Capture and Quality Control Screen.

3.2.11 How to Scan a Document

To scan a single-sided black and white (bitonal) document:

1. Place paper page(s) in the automatic document feeder (ADF) on the scanner.

2. Click **Scan** or [CTRL]+S in the control button bar.

3. Page(s) will feed through the scanner and populate a document tree view in the left pane and a magnification of page 1 in the right pane. Exhibit 3-11 shows the Scanned Document Tree and Page Magnification Views.

4. To view a particular page, use the cursor to click on the desired page in the document tree view on the left pane of the window as in Exhibit 3-11. The image will be shown in the page view pane on the right side of the window.
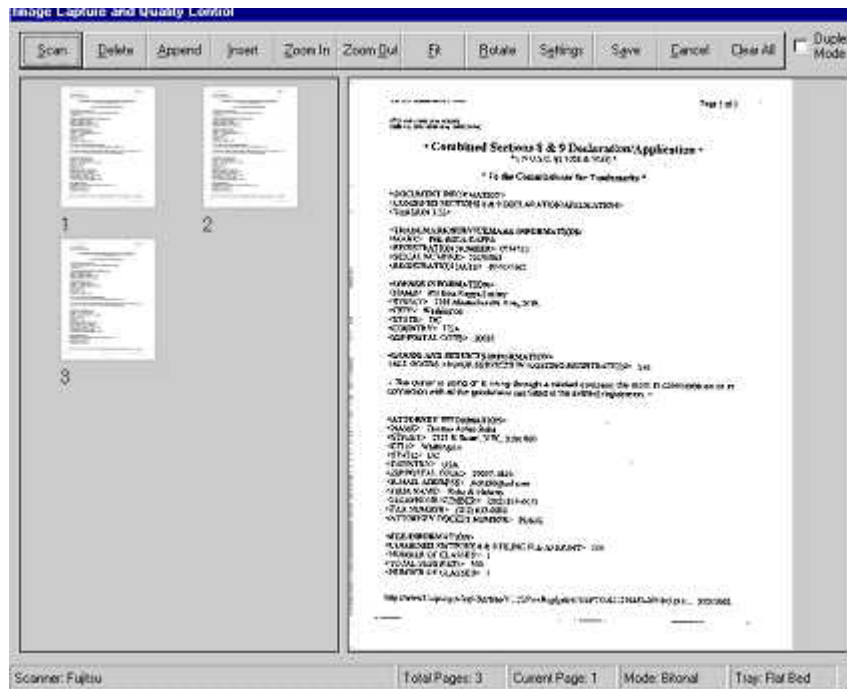
Exhibit 3-11: Scanned Document Tree and Page Magnification Views

To scan a single-sided color document:

1. Click Settings from the control button bar or [CTRL]+E from the keyboard.

2. The Scanner Settings screen appears (Exhibit 3-10).

3. In the Scanner Settings screen Mode pane, click the Color radio button.

4. Click Change to register the settings.

5. Click Close to return to the Image Capture and Quality Control Screen.

To scan a double-sided document:

1. Click the **Duplex Mode** checkbox at the right end of the control button bar on the Image Capture and Quality Control screen. (Note that Duplex functions in black and white only.) Exhibit 3-12 shows the Scan Duplex Mode settings.

2. Set the Scan Type to ADF Duplex (although the default setting of Simplex is shown in the example, you must choose from the drop-down menu released by the arrow to the right of the Scan Type box.)

3. Choose the correct paper size (although the default setting of A4 is shown in the example, you must choose from the drop down menu released by the arrow to the right of the Paper Size box).

4. Place the double sided page(s) in the ADF.

5. Click **Scan**.
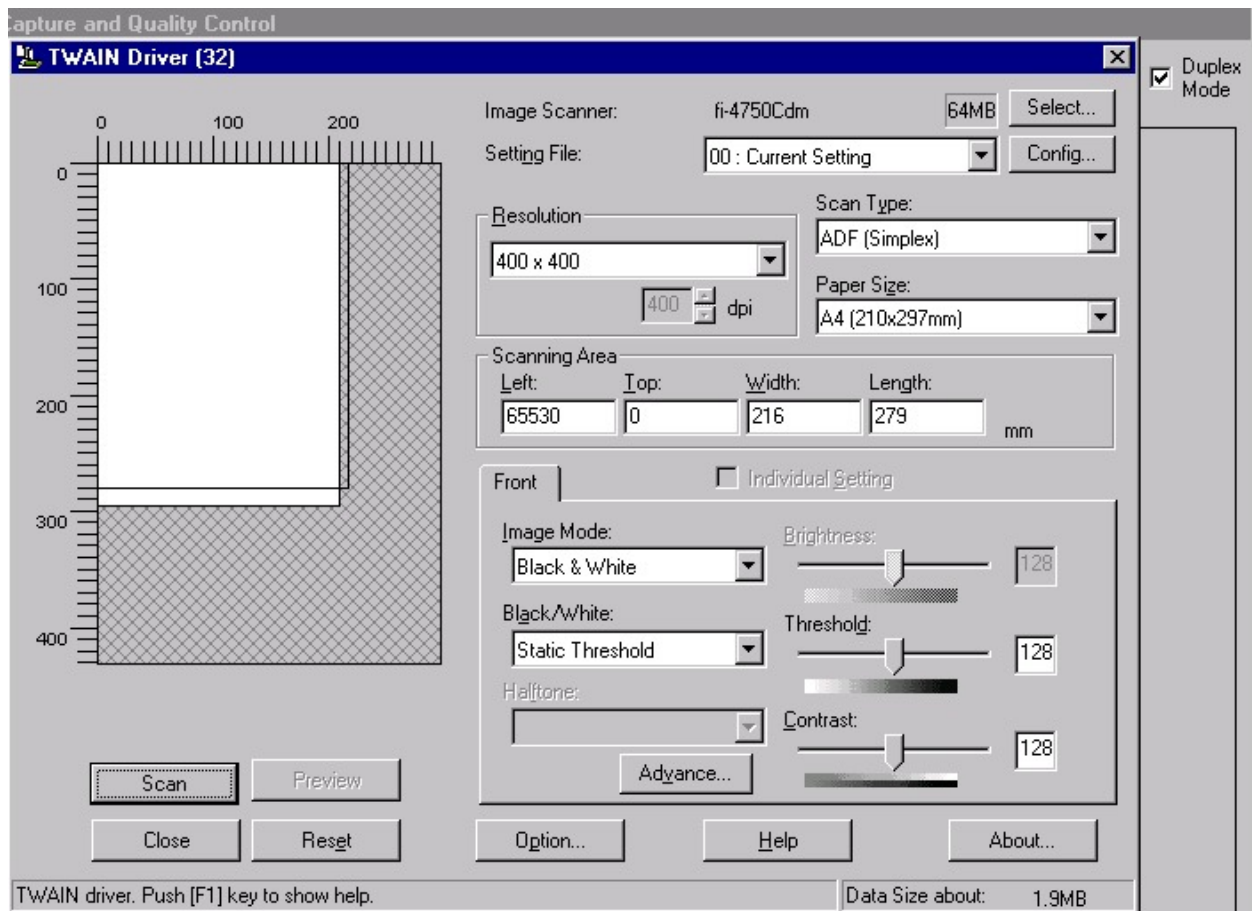
Exhibit 3-12: Scan Duplex Mode Settings

To adjust scanned images:
Use the **Rotate** button on the control button bar on the Image Capture and Quality Control screen to correct the orientation of any selected page by moving the image clockwise in 90-degree increments.

To adjust image view:
Use the **Zoom In, Zoom Out**, or **Fit** buttons on the control button bar.

To move pages within the document:
Click, drag and drop the page in the left pane to the order you wish it to be in.

To delete a page:
1. Use the cursor to highlight the desired page in the left pane.
2. Click **Delete** in the control bar or use [CTRL]+D on the keyboard.

To append a page:
1. Scan a page.
2. Click **Append** in the control bar or use [CTRL]+A on the keyboard.
3. Automatically makes the newly scanned page the last page in the tree in the left pane. Useful for color specimens where the scanner has to be reset from ADF to flatbed and bitonal to color.

To insert a page:
1. Select a page in the document tree in the left pane.
2. Scan a new page.
3. Click **Insert** in the control bar or use [CTRL]+I on the keyboard. This will place the newly scanned image before the previously scanned image. Useful for e.g. deleting a skewed image and rescanning the page.

To cancel the current scanned pages and return to the IPC Main Screen:
Click **Cancel** in the control bar or use [CTRL]+C on the keyboard.

To clear the current scanned pages and also the IPC Main Screen:
Click **Clear** in the control bar or use [CTRL]+L on the keyboard.

To save the current scanned pages:
Click **Save** in the control bar or use [CTRL]+S on the keyboard.

3.2.12 Keystroke Equivalents

Table 3-3 shows the keystroke equivalents for each of the control buttons shown in the control button bar at the top of the Image Capture and Quality Control Screen.

Table 3-3: Keystroke Equivalents

Item	Activity Button Name	Keystroke Equivalent
1.	Exit	[CTRL] F4
2.	Scan	[CTRL] +C
3.	Delete	[CTRL] +D
4.	Append	[CTRL] +A
5.	Insert	[CTRL] + I
6.	Zoom In	[CTRL] + Z
7.	Zoom Out	[CTRL] + O
8.	Fit	[CTRL] + F
9.	Rotate	[CTRL] + R
10.	Settings	[CTRL] + E
11.	Save	[CTRL] + S
12.	Cancel	[CTRL] + C
13.	Clear All	[CTRL] + L
14.	Duplex Mode	checkbox

3.3   EXIT PROCESS

This section contains the steps to initiate the shut down process for the TICRS IPC.

To exit the ICRS IPC:
1. Click **Exit** from the IPC Main Screen or hit [CTRL] F4.

SECTION 4
GETTING HELP

SECTION 4
GETTING HELP

This section provides help information for the TICRS IPC.

4.1   SOLUTIONS TO COMMON PROBLEMS

This section contains answers to the most common technical support questions and problems. The list below identifies these known problems for operating the TICRS IPC. Each problem identified is followed by an explanation of the problem and some possible workarounds or solutions, if any exist.

- Message "Oracle Not Available–Can't Connect To Database" received. This means the Oracle server (*TICRS-AIS-01*) is down and cannot complete transactions from IPC. You must report this condition to the Help Desk so as to be notified when the server is back up.

4.2   GETTING MORE HELP

This section provides available help resources if the above-mentioned source fails to address the questions or problems while operating the TICRS IPC.

See the Help file provided under the **Help** menu.

4.3   HELP DESK

If any problems or questions arise, call the Help Desk at (703) 305-9000. The Help Desk hours of operation are as follows: Monday through Friday, 5:30 A.M. to 12 midnight, weekends and holidays, 5:30 A.M. to 10 P.M.

SECTION 5
ACRONYMS AND ABBREVIATIONS

SECTION 5
ACRONYMS AND ABBREVIATIONS

The following acronyms are used in this document.

Acronyms	Definitions
ADF	Automatic Document Feeder
B&W	Black and White
BCR	Barcode Reader
CCITT	Community Colleges for Innovative Technology Transfer
IPC	Incoming Paper Correspondence
LOE	Level of Effort
MS	Microsoft
RAM	Random Access Memory
TIFF	Tagged Image File Format
TRAM	Trademark Reporting and Application Monitoring
UM	User's Manual

APPENDIX A
TICRS IPC PROCESS

APPENDIX A
TICRS IPC PROCESS

Figure A-1: Pre-Scanning

Figure A-2: Scanning Procedures, Beginning Scanning

Software Operation

Black & White (Bitonal) Scanning

Enter **Serial/Registration Number(s)**
Reenter Number if not using Bar Code Reader Gun
Click **SEND** or use **Enter** key
(If using Registration Number must use **Enter** key)
Check to make sure validated number and routing are correct

Click **SCAN**
Make sure that there are no credit card numbers to be scanned; Cover credit card numbers if noted on the page

For regular (black & white) sheets scan via feeder, print side down
Count number of pages in document
Letterhead that has color should be scanned as black and white.
make sure that scanner is set for ADF Simplex and Black/White
If left corner is frayed, can scan print side down, upside down. Once scanned, highlight each page and use ROTATE button to make the page right-side up.
CHECK ALL PAGES
Make Sure all pages were scanned. If you have six pages to be scanned make sure that six pages were scanned
Make sure that all pages are NOT SKEWED. If there are skewed pages, then start all over again. Make sure that the feeder sides are very close to the page edges, so that the paper cannot wiggle around while the machine is feeding the page through.
If some pages are ok and some are not, use DELETE button on the bad pages.
Then use INSERT button - scanning will take place when you hit INSERT button - make sure that document is ready to be fed in scanning machine when you click on INSERT.
If the pages come in skewed from the applicant then use flatbed procedure, below and straighten out as well as possible.
If papers that are received unskewed and are scanned through the ADF Simplex and become skewed, try to scan the pages upside down. (if that works, use rotate button after scanning to make the pages right-side up.) If skewing happens five times with different pieces of correspondence and you are constantly fixing a skewing problem, then contact the team leader who should contact computer hardware personnel to fix scanner. (Also, check to make sure that the document feeders are tight to the pages)
If a document is signed in light blue or other ink that does not scan well (the signature MUST be viewable on the screen), then, scan that page in color, see below.

Incoming Paper Correspondence Process

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Scanning

Legend

| Process | Decision | Document | Preparation |
| Manual input | Predefined process | Data |

Figure A-3: Scanning Procedure, Software Operation

Software Operation

Scanning Procedures

Color Scanning

For color specimens:
Load item onto flatbed
Click **SETTINGS** on right-hand corner of screen
At **Scan Type -**
Select **Flatbed**
Select **Mode - Color**
Select **Paper Size**
Select **Change (not Close)**

Click **SCAN** (automatically will scan)
For multiple flatbed scans, **Append** to last page so that pages are scanned in order

For foreign registrations:
Scan first page, in color, to show that the mark came with ribbons, etc. intact
Take out all of fasteners, (usually easiest to cut out brass holes with scissors)
At **Scanning Page "Image Quality Control"** click **SETTINGS**
Click **Scan Type -**
May have to change page size; most common is "A4" size
Click **FLAT BED**, **COLOR** and then **SCAN**
Make sure all pages of registration are scanned, including page with ribbons and embossed seals
Check back of document to see if there are any signatures. If there are, scan that too and be sure to scan in color to capture the stamps used, etc
For multiple flatbed scans, **Append** to last page so that pages are scanned in order

Multiple Filings under One Cover Letter and/or One Check

For Multiple Filings under one cover letter and/or one check:
Copy cover letter for the number of filings. Example, if cover letter indicates that the package contains information about five separate applications/registrations, then copy cover letter four times
Scan **each** document under its own serial/registration number. DO NOT SCAN ALL UNDER ONE SERIAL NUMBER.(Exception: If all the documents are going to the same place, with the same serial number, then you can enter multiple document types.)
If the cover letter contains a check or credit card then "stair step" the scanned documents so that Fee Processing knows that the payment is to cover all of the attached documents. After Fee Processing is done with the documents they can go their own separate way.
REMEMBER: DO NOT SCAN CHECKS OR CREDIT CARD INFORMATION

Incoming Paper Correspondence Process

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Scanning

Legend: Process, Decision, Document, Preparation, Manual input, Predefined process, Data

Figure A-4: Scanning Procedures, Color Scanning

Multiple Filings under One Cover Letter and/or One Check (cont'd)

Software Operation

Scanning Procedures

Some packages have one serial number but will have documents going to different places, [e.g., Request for Reinstatement (goes to Ass't Commissioner's office); Statement of Use (goes to ITU); and Extension of Time (goes to ITU)]
In such cases:
Copy cover letter for each document.
Scan each cover and associated document using the proper routing slip. Each document will have its own routing slip.
"Stair step" the documents so that Fee Processing will know that there are three different items.
REMEMBER: DO NOT SCAN CHECKS OR CREDIT CARD INFORMATION.
If Duplex (Double-sided pages)
Click **Duplex** on right side of **Scan** screen
Select **Color** or **Black and White**
Select **Flat-bed**
Select **Page Size**
Select **SCAN**

General Note

Some specimens are in landscape orientation (long sides are top and bottom.)
In such cases:
Click on landscaped document.
Use **Rotate** button and rotate document until it is correctly positioned so that you do not have to tilt your head to read the specimen.

Review What Has Been Scanned

Count number of pages scanned. Check to make sure that matches with what you counted the pages.
If acceptable, go back to SETTINGS and change back to ADF Simplex and Image Mode Black/White.
If acceptable, then SAVE.

Incoming Paper Correspondence Process

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Scanning

Legend

Process | Decision | Document | Preparation

Manual Input | Predefined process | Data

Figure A-5: Scanning Procedures, Multiple Filings under One Letter and/or One check (cont'd)

Scanning Procedures

Post-Software Operation

Routing

The printer will automatically print out a routing slip.
Make sure that mark noted on the routing sheet matches the mark noted in correspondence
Design marks with no words will have "Design mark only" on the routing slip

Attach Routing Slip to the papers in the following order:
Routing Slip
Payment, i.e., Check on Left Side of document, credit card slip, deposit account information, etc.
Papers

STAPLE **ONE TIME** on Left side, ensuring that the staple has all of the documents affixed and make sure that staple does not go through account information on check.

Place package into one of two bins
FEE ATTACHED
NO FEE ATTACHED

Post-Scanning

Begin again
When beginning again, make sure that the bottom right corner of the screen says ADF and Bitonal - this means that the scanner is set up for documents to be fed through the feeder and that the scanned material will be black and white.

Procedures for Down Time:
Do all above, except for scanning.

Incoming Paper Correspondence Process

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Post-Scanning

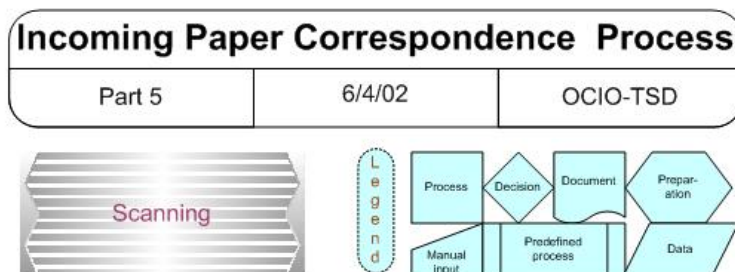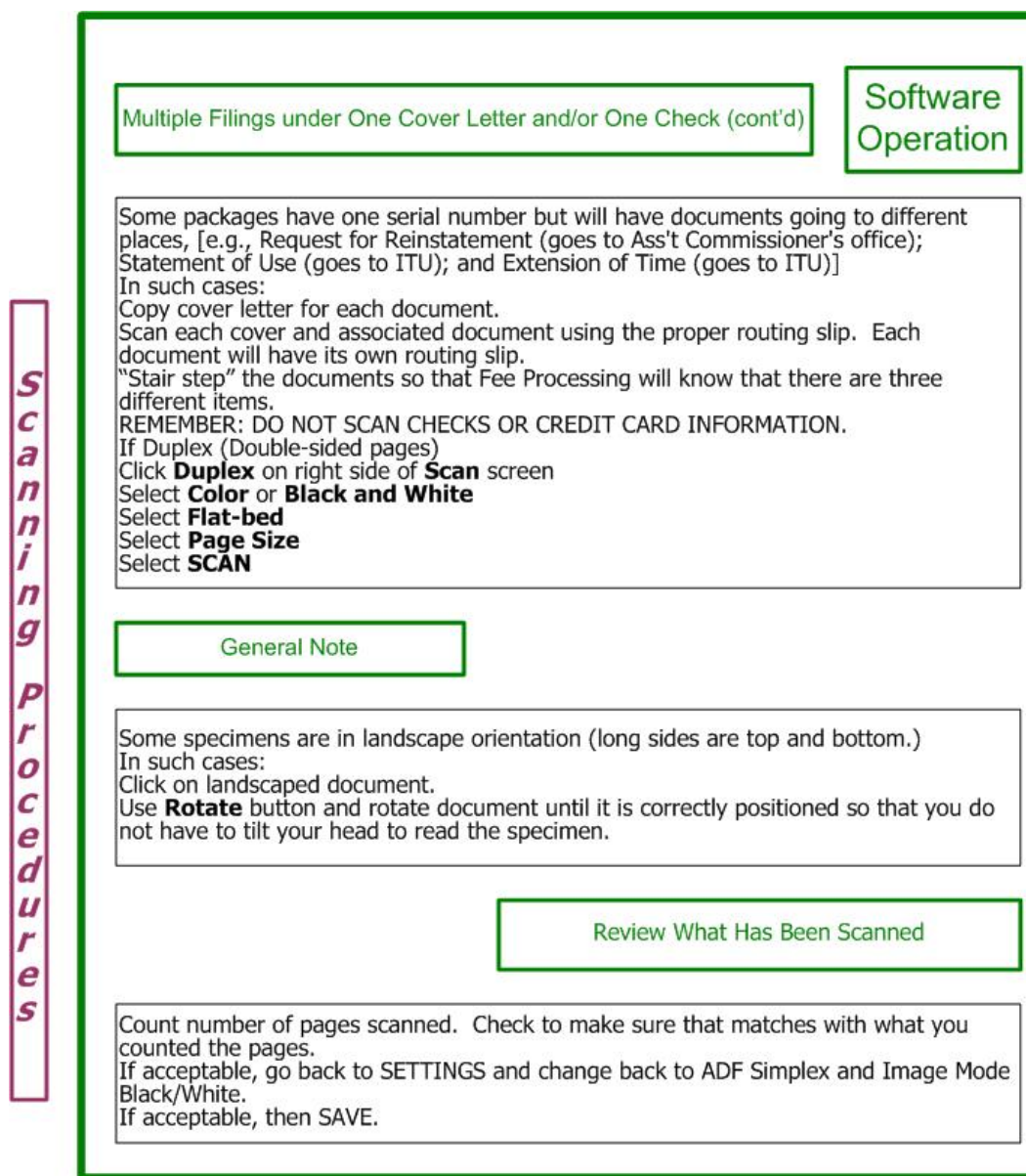Legend: Process, Decision, Document, Preparation, Manual input, Predefined process, Data

Figure A-6: Scanning Procedures, Post Software Operation

Figure A-7: Scanning Procedures, Miscellaneous Information